



## COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM POLICIES AND PROCEDURES

Serve DC, with assistance from community partners, provides a minimum of two CERT trainings per week for the general public. Future participants are encouraged to visit the Serve DC website to view upcoming training sessions and to register for the classes. To view the calendar, check out [www.serve.dc.gov](http://www.serve.dc.gov). In the event that the calendar is not up to date or not working properly on the website, please contact Serve DC at (202) 727-7925 with questions.

Additionally, Serve DC provides customized trainings to community groups, government agencies, local businesses and other organizations within 30 days notice of interest. These trainings are designed to fit the group's schedule, and are typically located in an area convenient to the group. To view procedures on requesting group trainings, please read *Procedure on Requesting Group CERT Training*.

### Procedure for Requesting Group CERT Training

Serve DC offers group CERT training to community groups, government agencies, and other organizations in no less than 30 days of receipt of the CERT Group Training Application. The following is the procedure for requesting group training.

1. Group organizers must complete the CERT Group Training Request Application. For a copy of the CERT Group Training Request Application, please contact Natasha Marshall, Training and Technical Assistance Manager at [natasha.marshall@dc.gov](mailto:natasha.marshall@dc.gov) or (202) 727-7928
2. Submit the application to:
  - a. Training and Technical Assistance Manager  
Serve DC  
One Judiciary Square  
441 4<sup>th</sup> St, NW  
Suite 1140 North  
Washington, DC 20001  
Fax: (202) 727-9198  
Email: [natasha.marshall@dc.gov](mailto:natasha.marshall@dc.gov)

### Schedule Process for Group CERT Training

1. Serve DC's Training and Technical Assistance Manager will receive all applications.
2. Serve DC's Training and Technical Assistance Manager will review all applications for completeness and accuracy.
3. Serve DC's Training and Technical Assistance Manager will contact the point of contact listed on the application to determine the most feasible training dates. **Note:** The dates selected will be at least 30 days from the receipt of the application.
4. Once the dates are set, Serve DC's Training and Technical Assistance Manager will identify trainers and a location (if needed).



5. Serve DC's Training and Technical Assistance Manager will send out a contract detailing the cost, training location and dates, and cancellation policy. The group point of contact must review and sign the contract within seven business days.
6. The group point of contact will receive a confirmation that lists the following information:
  - a. Dates of training
  - b. Location
  - c. Trainers
7. Serve DC will provide all training materials and supplies.

### **Fees for Group CERT Training**

For training, rates are based on classes of 15 to 25 participants which require the use of a LCD projector and screen and parking for the instructor(s). The rate is \$125 per participant. The fee includes the cost for the CERT certificate, disaster supply kit, hard hat, vest, jacket, curriculum, and instructor(s). **Note:** District of Columbia community or civic groups are not required to pay this fee.

At the end of the Group CERT Training, the group point of contact will receive an invoice to process payment. Payments should be sent to:

Serve DC  
Attn: Training and Technical Assistance Manager  
441 4<sup>th</sup> St, NW Suite 1140 North  
Washington, DC 20001

### **Cancellation Policy for Group CERT Training**

Serve DC requires a minimum of fourteen days to change or cancel any class. In the event a Group CERT Training is cancelled less than fourteen days from the scheduled training, the following fees will be accessed:

#### **8- 13 days cancellation notice**

\$500 cancellation fee

#### **1-7 days cancellation notice**

50% of the total cost of the training

If the Group CERT Training is postponed, any cancellation fees will be credited to new training dates.

### **Grievance Procedure**

Serve DC has adopted an internal grievance procedure for prompt and expeditious resolution of complaints for the denial of training requests. Requests for CERT training that have been denied by Serve DC may be appealed by filing a grievance with Serve DC within sixty (60) days of the denial of the request. The following outlines the grievance procedure.

1. Complainant will complete the CERT Grievance Form.
2. Submit the application to:
  - a. Training and Technical Assistance Manager



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Washington, DC 20001  
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3. Complainant may also request to have an informal confidential presentation of their grievance prior to the final decision. This may be done in person or through a telephone conference.
4. Serve DC's Training and Technical Assistance Manager receives grievance and forwards it to the Executive Director.
5. A review of the initial decision shall be conducted within ten (10) working days after the grievance is filed.
6. The Executive Director will review the complainants initial request for training, the initial decision rendered by Serve DC, the complainant's grievance form and, if requested, the informal confidential presentation by the complainant.
7. After full consideration of the grievance, the Executive Director will issue a written decision explaining the reasoning behind his/her decision. A copy of this decision will be forwarded to the complainant.
8. The Training and Technical Assistance Manager shall maintain the confidentiality of all files and records relating to the grievance filed, unless disclosure is authorized or required by law.
9. Any retaliation, coercion, intimidation, threat, interference, or harassment for the filing of a grievance, or used to restrain a complainant from filing, is prohibited and should be reported immediately to the Training and Technical Assistance Manager.

